

10 REASONS FOR CHANGE RESISTANCE

and how we can plan to mitigate them

FEAR

The unknown is scary and sometime the threat is real.

IGNORANCE

Lack of awareness of the need for change.

WORKLOAD

Scared new ways will mean more work.

SUPPORT

Fear of lack of support and understanding from leaders.

SECURITY

Fear of job loss or financial hardship.

PREFERENCE

Users may have advocated for another preference.

HISTORY

Previous poor change management may taint expectations.

FATIGUE

There could be many changes happening.

EFFORT

Change can be hard. Effort is required.

APATHY

Users are fed up with changes that don't stick.



BE PATIENT

Empathize and offer ways people can learn at their own pace.

EDUCATE

Explain why the change is necessary and why now.

REASSURE

Know there is a learning curve and give people time to adjust.

ENGAGE

Ensure sponsors and leaders visibly support the change.

TRANPARENCY

Be clear and honest. Communicate early and often.

EXPLAIN

Explain the reason for the choice of this over other options.

ACKNOWLEDGE

Respect previous change experience has not gone well – do a good job!

JOIN

Work with other projects. Co-ordinate with implementation teams.

SUPPORT

Enlist change champions to provide on the ground support.

DRIVE

Continue to drive adoption after the change has been implemented.